

UAMS University of Arkansas for Medical Sciences	UAMS NWA Special Populations								
		Week Ending							
	Weekly Report	2/13/2021	2/6/2021	January 2021	December 2020	November 2020	October 2020	September 2020	YTD
Index	# Indexes assigned (all metrics based on the workload assigned for the week)	87	102	951	1363	844	484	234	5542
	# Indexes Complete	80	98	898	1233	758	428	203	5010
	% Indexed Complete	92.0%	96.1%	94.4%	90.5%	89.8%	88.4%	86.8%	90.4%
	# Indexes unreachable (Max Attempts)	7	4	52	129	86	56	31	531
	% Indexes unreachable (Max Attempts)/(Assigned - missing phone numbers)	8.0%	3.9%	5.5%	9.5%	10.2%	11.6%	13.2%	9.6%
	# Indexes Attempted calls (all completions + at least 1 attempt)	87	102	951	1363	843	484	234	5542
	Average time from Index Received to Index Reached	0.03:01:55	0.04:18:57	0.07:03:33	0.09:54:26	0.09:56:38	0.12:25:05	0.20:30:04	1.06:48:09
	Average Index Handle Time	0.00:21:00	0.00:21:18	0.00:21:16	0.00:27:47	0.00:29:04	0.03:08:01	0.08:02:28	0.00:32:53
	% Indexes completed within 24 hours of assignment (remove missing phone numbers from denominator)	92.0%	96.1%	94.3%	81.3%	81.5%	71.1%	59.8%	94.0%
% Indexes attempted calls within 24 hours of assignment (all completions + at least one attempt)	100.0%	96.1%	99.9%	98.2%	98.5%	96.5%	95.3%	99.6%	
Contacts	# contacts generated	244	291	2385	3187	2030	1306	785	13537
	# contacts generated per Index Complete	3.1	3.0	2.7	5.1	2.7	3.1	3.9	2.7
	# contacts complete	232	277	2356	2839	1818	1050	543	12106
	% contacts complete	95.1%	95.2%	98.8%	89.1%	89.6%	80.4%	69.2%	89.4%
	# contacts unreachable (Max Attempts + missing phone numbers)	11	8	22	146	80	124	46	454
	% contacts unreachable (Max Attempts + missing phone numbers)	4.5%	2.7%	0.9%	4.6%	3.9%	9.5%	5.9%	3.4%
	# contact ATTEMPTED (all completions + at least 1 attempt)	242	288	2378	2798	1752	1132	601	12450
	Average Time from Contact Generated to Contact Reached	2.22:07:39	2.20:15:57	2.18:09:23	0.18:01:37	30.22:19:12	1.07:10:10	1.18:17:05	4.13:46:39
	Average Contact Handle Time	0.00:00:33	0.00:00:49	0.00:00:46	0.00:14:34	0.00:13:35	0.00:29:28	0.00:18:12	0.00:04:52
	% contact completed within 24 hours of receipt of contacts (remove missing phone numbers from denominator)	95.5%	94.8%	98.0%	89.7%	86.7%	76.7%	63.9%	97.4%
	% contacts attempted calls within 24 hours of receipt (all completions + at least one attempt)	99.6%	98.6%	98.9%	92.5%	90.6%	84.8%	71.2%	98.7%
	Average Time from receipt of initial case name to full completion of all related contacts	0.00:24:21	0.00:51:46	0.01:01:53	0.23:13:47	1.16:13:44	1.18:02:42	3.20:55:16	0.00:38:19